



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

LIBRARY TECHNICIAN I	Class No. 004016
LIBRARY TECHNICIAN II	Class No. 004015
LIBRARY TECHNICIAN III	Class No. 004020
LIBRARY TECHNICIAN IV	Class No. 004021

■ CLASSIFICATION PURPOSE

Perform paraprofessional library services in a moderate to large size branch library or technical services unit and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Library Technician I

This is the entry level in this series. Incumbents perform paraprofessional library services and varied clerical tasks in a branch library or headquarters division.

Library Technician II

This is the next level in this series. This class requires less supervision and may supervise a small branch library and entry-level technicians.

Library Technician III

Incumbents in this class supervise the operation of a branch library of moderate to large size branch library.

Library Technician IV

Library Technician IV is the highest level in this series. Incumbents are involved in training staff and acting as a resource person for branches in a designated region or unit and/or directly supervising paraprofessional work of a highly technical or complex nature.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Library Technician I

Essential Functions:

1. Charges and discharges books, audio-visual materials, periodicals, pamphlets, documents, and other library materials on automated circulation system.
2. Registers library patrons, answers questions, and assists patrons/borrowers in the use of library facilities, resources, and locally available reference materials.
3. Shelves library materials.
4. Collects and accounts for monies.
5. Assists in ordering, receiving, cataloging, and processing library materials.
6. Barcodes books; inputs records and adds item-level information.
7. Processes book reservations.
8. Processes inter-library loans on automated circulation system.
9. Assists in children's services, young adult programs, and other activities serving the public.
10. May act as lead worker to volunteers, pages, and substitutes.

11. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Library Technician II

Essential Functions:

All the duties listed above and

1. Supervises and trains Library Technicians I, Library Pages, Library Substitutes, Departmental Clerks, and volunteers.
2. Assists the Library Technician III in preparing work schedules.
3. Assumes responsibility for the branch in the absence of the Library Technician III.
4. Assists borrowers in the use of library facilities and resources; explains the services of the library to individuals.
5. Collects and accounts for fines, lost and damaged materials.
6. Identifies and locates books, journal articles, etc, by using indexes, bibliographies, etc.
7. Assists in cataloging all types of library materials.
8. Maintains computerized library databases on a computer terminal.
9. Provides a variety of library services to attract the public to the library, including children's and young adult programs.
10. Develops and maintains community relations through a wide variety of contacts with the community and Friends of the Library organization.

Library Technician III

Essential Functions:

All the duties listed above and

1. Supervises a branch library or performs in a highly technical and supervisory capacity in a Technical Services Division.
2. Supervises, schedules, trains and evaluates the work of paraprofessional library personnel.
3. Makes recommendations and helps formulate changes in procedures within the guidelines of the library manual.
4. Maintains a variety of files and records relating to branch operations.
5. Inputs data into an automated system and interprets the information that is displayed on terminals.
6. Completes and submits program outlines and evaluation forms.
7. Checks and submits monthly statistical reports.
8. Assists in developing services for the public and encourages greater use of the library through community contact work such as story hours, school/class visits and programs.

Library Technician IV

Essential Functions:

All the duties listed above and

1. Organizes, directs and coordinates the work of a large number of paraprofessional personnel.
2. Selects, trains, and supervises other library personnel in the performance of highly specialized services.
3. Evaluates performances of paraprofessional staff.
4. Coordinates work with other departments, divisions or outside vendors.
5. Participates in departmental meetings and discussions concerned with organizational and procedural problems and solutions.

6. Analyzes, summarizes and interprets a variety of statistical records maintained by subordinates and prepares final reports.
7. Works with Facilities Division in keeping facilities in good repair and makes recommendations and provides follow-up for needed maintenance.
8. Trains paraprofessionals as needed in automated library systems, use of public catalog, use of library equipment, and personnel management.
9. Works with technical services supervisors in coordinating the work flow among the acquisitions, automation, and interchange units.
10. Plans special events and takes responsibility for special projects.

■ KNOWLEDGE, SKILLS AND ABILITIES

The following apply to all classes:

Knowledge of:

- Alphabetical and numerical filing systems.
- Dewey Decimal Classification System.
- Book classification system and arrangements.
- Modern clerical office procedures.
- Basic reference materials.
- Basic arithmetic.
- Rules of English grammar and spelling.
- County Library practices, operations and services.
- Information sources (print, audiovisual and computerized).
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Library Technician III/IV (in addition to the above):

- A variety of library literature and resource materials.
- Library technical services and functions.
- Library technology in a public service or technical services unit.
- Library forms, operations, and services.
- Library automated circulation system.
- Basic principles and practices of library sciences.
- Standards office and audio-visual equipment uses and features.
- Principles of supervision and training.

Skills and Abilities to:

The following apply to all classes:

- Library practices and operations.
- Maintain simple records and files in alphabetical and numerical order.
- Store, retrieve, and purge information in manual and computerized environment.
- Compile, check, and verify data for accuracy and completeness.
- Update and maintain records, logs, rosters, and registers.
- Read, understand, follow, and explain to others oral and written instructions, directives, policies, and procedures.
- Work effectively and have good interpersonal relations with public/staff.
- Operate office equipment such as photocopies, collators, binders, adding machines, typewriters, word processors, computer terminals, and microfiche/microfilm readers and printers, and audio-visual equipment.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations that require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Library Technician III/IV (in addition to above):

- Organize, coordinate, schedule, and conduct a variety of library programs.
- Effectively train paraprofessional personnel and volunteers (includes training on the library's automated circulation system).

- Coordinate library programs and school/class visits.
- Book classification systems and arrangements.
- Schedule, coordinate, and conduct various departmental meetings.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills, and abilities listed above. Examples of qualifying education/experience are:

Library Technician I: At least six (6) months of paid or voluntary work in a school, church or community library; completed course of study in library use and techniques; library use as a high school student; paid or volunteer work with public contact; or other related experience and/or training.

Library Technician II: Two (2) years of library work experience at the level of Library Technician I, or equivalent experience involving knowledge of general library practices or operations. Supervisory coursework is highly desirable.

Library Technician III: Two (2) years experience of library work experience at the level of Library Technician II, or three (3) years at Library Technician I level.

Library Technician IV: Five (5) years of recent library work experience, three (3) years of which must have included primary supervisory and management work experience or progressively responsible work in a specialized field of library services in a library system comparable to the County of San Diego.

Note: A Library Technology certificate, or an associate's degree in Library Science is desirable.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Work requires occasional sitting, walking, twisting, and bending of waist and neck, squatting, and kneeling to retrieve and shelve books. Constant standing and repetitive use of hands; frequent simple and power grasping.

Requires frequent lifting of boxes of books weighing 10 pounds and occasionally up to 50 pounds for a maximum distance of 3 feet. Occasionally, there is a need to push book carts weighing up to 200 pounds.

Hand-eye coordination is necessary to operate various office equipment such as computer, printer, magnetizer, scanner, wand, and cash register.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None required.

Working Conditions

Some positions require evening, Saturday and Sunday work.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

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